

### Expert interview Capgemini: college from Theo Thijssen (name?)

Getronics now Capgemini (integration): customized applications (development), maintenance, business development. A lot of outsourcing is done to India.

Bio:

- recruiter
- 1,5 years at Capgemini, before IBM, HP. Started in marketing (studied economy), likes to work with people, but goal-oriented.
- 2 years in Budapest, recruiting per email, telephone etc.

PROCESS:

- recruiter makes first contacts. They search on monster etc. If candidate profiles are really good, they call immediately but mostly they first talk to the manager.
- recruiter asks first about salary expectations and willingness to travel. (red flags)
- if the candidate is interested, first interview.

First interview:

- recruiter talks about the company, then checks issues (see below)
- if the candidate only talks about money, the recruiter wonders if he/she is not interested in the company and will leave again soon. Money is important but not everything.
- in a first interview on the phone the recruiter never mentions a concrete salary but a scale. Sometimes he starts low to give some buffer (spielruimte), or he asks about the candidate's current salary and expectations.
- every interview is different
- recruiter checks the CV, goes through it in the interview. (skills, etc.) (START technique for interviews)
- recruiter checks salary scale with manager.
- 2<sup>nd</sup> interview → HR sets up an offer, the offer is not definite yet. The candidate can ask things to HR.

DOMAIN

ISSUES

- salary: dependent on *age, experience, other work conditions, current salary*. has to fit the *team*: fixed salary spans
- willingness to travel
- lease car: interesting for the negotiation. For some people it is very important, e.g. if they had a lease car before. The recruiter cannot decide but needs to talk to the manager. If the candidate is really good but the function does not include a car, they might give him a higher function. Perhaps it is also possible to give less salary instead, but that is something HR decides.
- working hours: very flexible, people come and go, (also refund for internet at home)
- bonus
- pension
- holidays: fixed amount + days dependent on age
- mobile

- training/ perspective for development: CapCampus, there are training possibilities (also to tie people to the company)
- mostly no strange things, but if so they need to be discussed with the manager

#### IMPORTANCE OF ISSUES:

for the company: the candidate has to fit the team

for the candidate: salary

#### USER

- behavior during interview important (see opponent): someone who cannot keep eye contact should not be send to customers
- expectations (also: how does a working day look like?)

#### OPPONENT (recruiter)

- gets first impression by clothing of the candidate and behavior (posture, non-verbal communication),
- preparation (this is part of the process also): checks the CV of the candidate, if it fits with the person they search for. Sometimes sends the CV also to the manager. Often checks references (esp. for consultant assistant)
- expectations:
  - that the candidate knows sth about the company, what they do etc. (website)
  - that the candidate is prepared about the content of the function
  - that the candidate asks questions during the interview
- image of the candidate: to get that the recruiter asks direct questions like: What do you expect? How does a normal working day look like?

#### EMOTIONS

- for a consultant job someone with a flat character, no personality, very cool is not suitable.
- recruiter tries to calm down candidate, hopes that the second interview is calmer.
- recruiter tries not to show own emotions.
- recruiter tries to achieve a good atmosphere. When candidate comes in the recruiter asks how the travelling was and always goes to the coffee machine first.
- differences between people: e.g. consultant or developer. Developers care less about atmosphere etc.